

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA
COMMISSION DIRECTIVE**

ADMINISTRATIVE MATTER

☐

DATE

July 08, 2020

MOTOR CARRIER MATTER

☐

DOCKET NO.

2020-135-E

UTILITIES MATTER

☒

ORDER NO.

SUBJECT:

DOCKET NO. 2020-135-E - Kimberly A. Wilson, Complainant/Petitioner v. Duke Energy Carolinas, LLC, Defendant/Respondent - Staff Presents for Commission Consideration Duke Energy Carolinas, LLC's Motion to Dismiss.

COMMISSION ACTION:

Kimberly Wilson complains of abnormally high electricity bills during the summer of 2017. She requests that Duke correct her billing based on past/present history and refund the difference. In the alternative, Complainant requests release from Duke's service area to acquire the services of Laurens Electric, whom she alleges is willing to service her location.

DEC moves the Commission to dismiss the Complaint. The Company argues, based on the results of the meter testing, the high usage appeared to be due to an issue on the customer's side of the meter. Further, DEC argues Complainant fails to adequately allege that the Company has violated any applicable statute or regulation for which the Commission can grant relief.

Complainant's AMI meter was installed on May 17, 2017. Following installation, she was billed at \$666.67 and \$630.19 during the months of August 2017 and September 2017, respectively. Wilson initially filed a high bill complaint with DEC during the summer of 2017. Thereafter, she filed a complaint with ORS on December 6, 2017. The Company's Motion to Dismiss discusses higher than normal usage in July, August, and September of 2017.

The Company tested Wilson's meter on September 27, 2017 and again on January 10, 2018. In both instances, the meter tested well within the Commission's tolerances prescribed by Commission Regulation 103-323. In a letter dated January 18, 2018, ORS reported that it reviewed Complainant's usage and stated "it [appeared] consistent with past usage and current weather conditions." Further, ORS acknowledged that the meter tested within the limits of accuracy as prescribed by the Commission's regulation.

In regard to Complainant's alternative request, to change service providers both providers must agree to the change.

Therefore, based on the information filed in the docket and the accuracy of the meter in question, I move that we dismiss Ms. Wilson's Complaint. I further move that we deny Complainant's request to change service providers, since both utilities have not agreed to the change.

PRESIDING: Randall

SESSION: Regular

TIME: 2:00 p.m.

	MOTION	YES	NO	OTHER
BELSER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
ERVIN	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HAMILTON	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
HOWARD	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
RANDALL	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WHITFIELD	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
WILLIAMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<u>Absent</u>

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Military Leave

(SEAL)

RECORDED BY: J. Schmieding

